

# U.S. DEPARTMENT OF VETERANS AFFAIRS NATIONAL CEMETERY ADMINISTRATION

## NATIONAL CEMETERIES: 2014 NEXT OF KIN/FAMILY MEMBER SATISFACTION SURVEY



VA may not conduct, sponsor, or require the respondent to respond to this collection of information unless it displays a valid OMB Control Number. All responses to this collection are voluntary. Public reporting burden for this collection of information is estimated to average 20 minutes per response, including the time necessary for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The information collected is intended to be used in making improvements in services within the National Cemetery Administration of the Department of Veterans Affairs and for associated administrative purposes. Failure to furnish the requested information will have no adverse effect on any VA benefit to which you may be entitled.

The information you supply will be confidential and protected by the Privacy Act of 1974 (5 U.S.C. 522a) and the VA's confidentiality statute (38 U.S.C. 5701) as implemented by 38 CFR 1.526(a) and 38 CFR 1.576(b). Disclosure of information involves releases of statistical data and other non-identifying data for the improvement of services within the National Cemetery Administration and for associated administrative purposes. Please send any comments regarding this burden estimate or any other aspect of this collection, including suggestions for reducing this burden, to VA Clearance Officer (005G2), 810 Vermont Ave., NW, Washington DC 20420. SEND COMMENTS ONLY. DO NOT SEND THIS FORM OR REQUESTS FOR BENEFITS TO THIS ADDRESS.

### Marking Instructions

#### **The survey will take about 20 minutes to complete.**

Please read each question carefully and respond by filling in the oval of the response that most closely represents your opinion.

#### **Correct Mark**



#### **Incorrect Marks**



- Use pencil or pen. Make heavy dark marks that fill the ovals completely. If you wish to change an answer, erase cleanly (pencil) or put an "X" over the incorrect response (pen).
- Fill in one answer oval for each question unless it tells you to "mark all that apply."
- When you are finished, please place the questionnaire in the enclosed postage-paid envelope and put it in the mail.

**If you have any questions or concerns, please call the Survey Helpline at:  
1-855-500-6792**





*Please complete this survey based on your experiences at the national cemetery where your loved one was interred.*

1. Since the committal service, how many times have you visited the national cemetery where your loved one was interred?

☐ 1 – 3  
☐ 4 – 6  
☐ 7 – 9  
☐ 10 or more  
☐ None, I have not visited

2. Your recently deceased loved one was your...

☐ Spouse  
☐ Parent  
☐ Brother/Sister  
☐ Son/Daughter (includes stepchildren)  
☐ Other relative  
☐ Friend

3. How far do you reside from the national cemetery?

☐ Less than 15 miles  
☐ 15 to 29 miles  
☐ 30 to 44 miles  
☐ 45 to 59 miles  
☐ 60 to 75 miles  
☐ Over 75 miles

4. Do the following factors limit the number of times you visit the national cemetery where your loved one is interred?

(Please mark Yes or No for each item below.)

	Yes	No
a. Distance to the national cemetery . . .	<input type="radio"/>	<input type="radio"/>
b. Travel time to the national cemetery	<input type="radio"/>	<input type="radio"/>
c. Inconvenient location of the national cemetery (e.g., neighborhood, no direct route) . . . . .	<input type="radio"/>	<input type="radio"/>
d. My access to transportation (private or public) . . . . .	<input type="radio"/>	<input type="radio"/>
e. My health status (e.g., physical limitation or constraints) . . . . .	<input type="radio"/>	<input type="radio"/>
f. Other (please specify in General Comments, page 7) . . . . .	<input type="radio"/>	<input type="radio"/>

5. Would you be interested in a free shuttle service from a central location to the national cemetery if that was offered by VA?

☐ Yes  
☐ No

6. Have you ever served on active duty in the U.S. Armed Forces, either in the regular military or a National Guard or Reserve Unit?

☐ Yes  
☐ No

7. Prior to your time of need, were you aware of the benefits related to burial in a national cemetery?

☐ Yes  
☐ No → Go To #9

8. How did you learn of these benefits prior to your time of need? (Mark all that apply)

☐ Family member/friend  
☐ Funeral home  
☐ Military discharge-related materials  
☐ Other Veteran/active duty member  
☐ VA/NCA pamphlet, brochure, newsletter  
☐ VA/NCA Web site  
☐ VA/NCA social media (Facebook or Twitter)  
☐ Veterans Service Organization  
☐ Other VA organization  
☐ Local newspaper/television news reports  
☐ Public events (e.g., parades, speeches)  
☐ Professional/military association meetings

9. Prior to the time of need, what is the BEST way for the national cemetery to convey information regarding benefits?

(Mark only one)

☐ E-mail  
☐ VA/NCA Web site  
☐ VA/NCA social media (Facebook or Twitter)  
☐ Newsletter/flyer  
☐ Local newspaper/television news reports  
☐ Public events (e.g., parades, speeches)  
☐ Professional/military association meetings  
☐ Other (specify) \_\_\_\_\_

10. Overall, how satisfied are you with the information you were provided throughout your experiences with the national cemetery?

☐ Very satisfied  
☐ Somewhat satisfied  
☐ Neither satisfied nor dissatisfied  
☐ Somewhat dissatisfied  
☐ Very dissatisfied

11. To what extent were you informed of the details (e.g., length of service, use of committal shelters) related to the committal service prior to attending the service?

- ☐ Very informed
- ☐ Somewhat informed
- ☐ Neither informed nor uninformed
- ☐ Somewhat uninformed
- ☐ Very uninformed

12. At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)

- ☐ Visit the gravesite
- ☐ View the burial
- ☐ Special music
- ☐ Specific religious practices (e.g., blessing the gravesite)
- ☐ Specific cultural practices (e.g., throwing of dirt into the grave)
- ☐ Additional seating at the committal service
- ☐ Handicapped accommodations
- ☐ No, my family did not have any special needs or requests → Go To #14

13. Was the cemetery able to accommodate these special needs or requests to your satisfaction?

- ☐ Yes, completely
- ☐ Yes, somewhat
- ☐ No, and I understand why
- ☐ No, and I did not understand why

14. Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at VA national cemeteries?

- ☐ Yes
- ☐ No → Go To #17

Please indicate your level of agreement with the following statement:

15. The video(s) helped me understand the burial process at the national cemetery.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

16. Was your experience at the national cemetery similar to the video on service options you viewed?

- ☐ Yes
- ☐ No

17. If your loved one was a Veteran, did your family request military funeral honors?

- ☐ Yes, and honors were provided
- ☐ Yes, but honors were not provided → Go To #19
- ☐ No, did not request military funeral honors → Go To #19

18. How satisfied were you with the quality of the military funeral honors your loved one received?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

19. Overall, how satisfied were you with the committal service at the national cemetery?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

20. Were the headstone, marker, or columbarium niche cover inscription options explained to you?

- ☐ Yes
- ☐ No → Go To #23
- ☐ Not sure/don't know → Go To #23

21. Who explained headstone, marker, or columbarium niche cover inscription options to you?

- ☐ National cemetery representative ONLY
- ☐ Funeral director ONLY
- ☐ BOTH the national cemetery representative and the funeral director
- ☐ NEITHER the national cemetery nor the funeral director

22. Which of the following inscription options were explained to you? (Mark all that apply)

- ☐ Military service information (e.g., rank, service, valor awards)
- ☐ Emblems of belief (e.g., religious symbols)
- ☐ Terms of endearment (e.g., beloved father)

23. Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?

- ☐ Yes
- ☐ No

24. Please indicate your level of agreement with the following statement: "The use of unconventional text and/or numbers (e.g., 2GETHER 4EVER, WE LUV U ALWAYS) within inscriptions is appropriate."

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

25. How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied
- ☐ Don't know/the marker or headstone has not yet arrived → Go To #28

26. When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?

- ☐ Yes
- ☐ No
- ☐ Don't know

27. Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

If your loved one was NOT a Veteran please go to Question 29.

28. If your loved one was a Veteran, did you receive a Presidential Memorial Certificate?

- ☐ Yes
- ☐ No

29. Looking back at your overall experiences with the national cemetery, which items would you have liked more information about? (Mark all that apply)

- ☐ None, I was well informed
- ☐ Details of the committal service
- ☐ Military funeral honors
- ☐ Location of gravesite
- ☐ Layout of cemetery (maps)
- ☐ Directions to cemetery
- ☐ Presidential Memorial Certificate
- ☐ Floral policy
- ☐ Headstone or marker inscription options
- ☐ Timeline for placement of headstone/ marker

At present, eligibility for interment in a VA national cemetery is limited to the Veteran, spouse, dependent children, and, in some instances, the parents of an Active Duty member killed in action. Retired reservists are also eligible. We are interested in your opinion about possible burial options for currently ineligible family members of Veterans.

30. Please indicate your level of agreement with the following statement:

"I think it is acceptable for other family members, such as siblings, to be permitted to be interred with their Veteran loved one in a national cemetery if space is available in the Veteran's gravesite."

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree





For the following series of statements please indicate your level of agreement.

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Don't Know/ Not Applicable
45. The availability of restrooms is suitable to accommodate visitors on busy days .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
46. The cemetery honors all Veterans and their service to our nation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
47. There are sufficient signs within the cemetery to assist visitors..	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
48. Parking at the cemetery is adequate to accommodate visitors on most days .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
49. The cemetery's roadways and intersections are safe and easily navigated .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
50. The quality of service received from cemetery staff is excellent..	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
51. The national cemetery staff was courteous .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
52. The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
53. The national cemetery hours of operation meet my needs for visiting my love one's gravesite .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
54. The appearance of my loved one's gravesite/columbaria is excellent .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
55. The information kiosks (i.e., gravesite locators) are helpful to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
56. Public ceremonies and events at the cemetery promote a sense of patriotism and heritage .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
57. The overall appearance of the national cemetery is excellent. ....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
58. Overall, I am satisfied with my experience at the national cemetery .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
59. I would recommend the cemetery to Veteran families during their time of need .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
60. I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
61. I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
62. My experiences with the national cemetery exceeded my expectations .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**63. Have you visited a State or Tribal Veterans Cemetery?**

- ☐ Yes  
☐ No → Go To #66

*Please indicate your level of agreement with the following statements.*

**64. Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.**

- ☐ Strongly agree  
☐ Agree  
☐ Neither agree nor disagree  
☐ Disagree  
☐ Strongly disagree

**65. Based on your visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.**

- ☐ Strongly agree  
☐ Agree  
☐ Neither agree nor disagree  
☐ Disagree  
☐ Strongly disagree

**66. The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.**

- ☐ Strongly agree  
☐ Agree  
☐ Neither agree nor disagree  
☐ Disagree  
☐ Strongly disagree

**General Comments:** Please use this space to elaborate on any aspect of your experience at the national cemetery you wish to share with us.

PROOF

**Note:** If you would like to be contacted by the cemetery, please write your name and contact information (address or telephone number):

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